



June 18th, 2019

Ms. Marlene H. Dortch  
Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington, DC 20554

Re: Notice of Ex Parte in CG Docket Nos. 03-123

Dear Ms. Dortch:

On June 18th, 2019, Peter Hayes, CEO of VTCSecure and TranslateLive met with:

Michael Carowitz – Special Counsel

Peter Hayes started with explaining what VTCSecure had done since finishing the RUE contract in 2016. He then explained how VTCSecure built most of its new software off of the profits from the contract. Since tax payer money was used it would only be right that free licensing for all it's technology should be provided to all Federal, State and Local Government agencies including PUC (RUE), SOLVES and TranslateLive. Peter then discussed specifics of the different technologies such as the advanced features of the RUE, SOLVES and Hybrid IPCTS capabilities.

Peter Hayes then began the demo for TranslateLive. He explained how they were able to overcome the many different issues with ASR such as accent, background noise and the requiring of specific software. He also talked about how the technology can be used with existing communication apps including video and how when used correctly, it is 100% accurate while at the same time being up to 5 times faster than traditionally IPCTS. He then demonstrated the application live. He explained how the technology could be advantageous for several different types of TRS service and how it could greatly help deaf-blind users. He then explained how this technology does not interfere with existing TRS/IPCTS services and could be something all iTRS users could be given for free. Peter Hayes also noted that since the licensing is free this could be implemented for all IPCTS users at 1/20<sup>th</sup> to 1/100<sup>th</sup> of the current price of paid for existing TRS services. Peter also discussed potential options on how a service like this could be funded.

Peter also strongly urged the commission to require a standard for IPCTS captioning like VRS that is interoperable. This would allow IPCTS phones to be able to receive their captions from

another provider or source. This would allow companies or people to have their own app that does ASR and the captions can be sent directly to the user's existing traditional IPCTS phone. Much like VRS up to 25% of all IPCTS calls go to the same few hundred companies and government agencies. If an agency like SSA has their own ASR software where an SSA customer service agent could correct their own ASR then there would be no need for an IPCTS agent. The captions would also be faster and the text would be 100% accurate because the ASR user would be able to be corrected. This would be a much easier, faster and cheaper to implement at the agency. This could save the government potentially hundreds of millions of dollars annually.

Respectfully submitted,

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